

Osprey[®] MultiMedia Capture Driver

Release Notes

Driver Version 4.6.1.49

VIDEO CAPTURE CARDS

Osprey 240e Osprey 450e

This driver has been tested on the following operating systems:

- 64-bit version of Server 2008 Enterprise R2 and Windows 7 SP1
- 32-bit version of Microsoft Windows XP SP3, Server 2003, Server 2008 SP2, and Windows 7 SP1

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INTRODUCTION

This driver is a Series IV AVStream video and audio capture driver for all models of ViewCast Osprey video capture cards listed above.

This driver is built on Microsoft[®] AVStream / DirectShow[®] driver model.

This driver works only with genuine Osprey video capture cards designed and marketed by ViewCast Corporation of Plano, TX USA.

The Osprey 240e and 450e capture cards support interlaced video standards only.

NEW FEATURES

- A new control was added for audio/video timing.
- The driver now has the ability to adjust the audio rate to video rate which can improve long time encoding.
- An option for Auto video standard select was added.
- Added ability to upscale video.
- VideoCheck, VideoGraph, and VbiGraph buttons are present for all User Account Control Settings.
- Improved timestamp diagnostics.

REVISIONS

- Fixed an issue with NTSC-J luma and chroma levels.
- Resolved an issue with the audio hardware boost control on Windows 7.
- Fixed diagnostic logging to file issues.
- Improved stability for long-term Windows Media encodes.

TROUBLESHOOTING

If the installation program for this driver appears to hang, press **Alt+Tab** to ensure the installation screen is not hidden.

The Digital Signature Not Found window may appear during the installation. Click **Continue Anyway** to dismiss this dialog.

This release replaces all previous Osprey drivers for the capture cards listed above. Uninstall the previous driver after installing the current version. Use Microsoft Windows **Control Panel** > **Add Remove Programs** to uninstall the older version.

TESTING THE DRIVER

The OspreyConfig application is available to verify operation of the Osprey driver. This application is available under: **Start** > **All Programs** > **ViewCast** > **Osprey 240e and 450e**

MANUALS AND HELP

Refer to the Osprey User Guide for detailed information about the Osprey drivers.

LATEST DRIVERS AND DOCUMENTATION

Before installing, check the ViewCast Corporation website at www.viewcast.com for the latest drivers and documentation.

If there is no newer driver at the time of your installation, periodically check the website for newer versions.

KNOWN ISSUES

- This release is not WHQL-certified.
- PCI bus numbers of 16 or higher: The drivers support multiple Osprey single-channel cards (up to 15) on a PCI bus. Due to PCI bus limitations, attempting to enumerate 16 or more devices will cause failures. This limitation may affect users who require a large number of cards in a single system. These cards have on-board PCI bridge chips that create one additional PCI bus for each card. As a result, adding multiples of these cards to a system may quickly create more than 16 PCI devices on a system. The drivers will fail to function properly with cards on PCI bus number 16 or higher.
- Do not adjust the RefSize after enabling closed caption. The closed caption text may be unreadable.
- On rare occasions you may experience no audio in the encoder stream after changing the audio input source. Restarting the encoder may resolve the issue. (ID 6023)
- If multiple Osprey cards are installed, the enumeration sequence may change after a reboot. If this issue occurs, use the Board Numbering feature under the Device tab to correct. (ID 6215)
- Some Portuguese characters are not correctly rendered in closed captions. (ID 6271)

- On a machine imaged with Microsoft® Windows 7, the Osprey audio devices may persist in the Windows Media Encoder audio device selection drop-down after the driver is uninstalled due to an uninstalled registry entry.

DRIVER INSTALLATION

The examples provided are Microsoft® Windows 7, other operating system (OS) versions may vary. Depending on your system setup, you will have multiple options for the installation of the Osprey MultiMedia drivers.

Note: If you are installing the driver on a Windows 2008 OS, note that Microsoft does not include some key files needed to create a Windows Media video stream. Please research your application and understand the implications before beginning the installation. Microsoft has some information on Windows Media Service components at:

<http://www.microsoft.com/windows/windowsmedia/forpros/server/version.aspx>

Requirements for Windows Server 2008:

- 1) Install the Desktop Experience Feature.
- 2) Set Windows Audio to automatic and start the service.
- 3) Install Windows Media Encoder x64 or x86 (not both).

The following is the recommended procedure for the installation of the Osprey 240e/450e driver.

Note: If you have multiple Osprey cards and are mixing Osprey cards of different classes in one system, then you must install the drivers for the specific cards by release dates of the drivers. Visit the ViewCast website for the latest drivers sorted by driver classes. For example, if you have an Osprey 240e in a system with the latest release date and an Osprey 230 with an older release date, then you must install the Osprey 230 driver first, then the Osprey 240e driver.

In all cases, the most efficient and complete installation method is to install from the product CD. If you download from the website, you may have either a setup program or a Microsoft Installer File (msi) to execute or open after you have installed the Osprey card(s). The installer automates the Plug and Play steps required to install the drivers. It also installs the bundled applets and users guide.

It is possible to install the Osprey drivers using the Hardware Installation Wizard. Select **Have disk** and navigate to the card-specific drivers directory located on the installation disk to select the inf or msi file. This feature is advanced and is not supported by additional documentation or Customer Support. Use this method at your own risk.

Although the installer allows drivers to reside across mapped network drives, this method is not recommended because it will not allow a proper uninstall.

The recommended procedure is to install the driver software before installing the Osprey card in the computer. After the install is run, as soon as an Osprey card is installed in the PC, it is detected and its drivers are installed automatically.

Note: If the Osprey card(s) is already installed, it is recommended that you cancel out of the first instance of the Found New Hardware Wizard and proceed to install the driver from the CD or downloaded files from the website. Reboot the system at the end of the driver installation. After the reboot, if the Found New Hardware Wizard automatically launches, proceed through the wizard using the default settings. At this point, the Osprey audio and video devices are installed correctly and fully functional.

The recommended procedure is:

1. Install from the CD or double-click the .msi file to start the installation.
2. Follow the prompted instructions.
3. The Osprey software is now fully installed. Reboot the system.

TECHNICAL SUPPORT

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